

Latest Version: 6.0

Question: 1

In change outcomes, the dominant assumption is that intended change outcomes can be achieved as planned.

Response:

- A. intended
- B. partially intended
- C. unintended
- D. partially unintended

Answer: A

Question: 2

When should feedback be collected?

Response:

- A. Only after key milestones during the initiative
- B. At the start of a change initiative
- C. Consistently throughout the initiative
- D. At the end of the initiative

Answer: C

Question: 3

Where should the timing for communication messages be documented?

Response:

- A. In both the communication strategy and the communication plan
- B. Only in the communication strategy
- C. Only in the communication plan
- D. In neither the communication strategy nor the communication plan

Answer: C

Question: 4

According to DiMaggio and Powell, government-mandated changes are an example of pressure.
Response:

- A. coercive
- B. mimetic
- C. normative
- D. initiated

Answer: A

Question: 5

What are the benefits of intermittent, random reinforcement?
Response:

- A. People learn quicker
- B. The process is cheaper
- C. Learning is more enduring
- D. The process is easier to apply

Answer: C

Question: 6

How can change leaders avoid people losing face in change initiatives?
Response:

- A. Show respect for the past
- B. Give people ownership over the change
- C. Communicate the reasons for change
- D. Explain how the future state will be better than the past

Answer: A

Question: 7

Why should organizations consider volunteers for the role of change agent carefully?
Response:

- A. Volunteers sometimes have their own agenda
- B. Volunteers may not have the respect of their peers
- C. Volunteers normally lack required skill
- D. Volunteers may not understand the change

Answer: A

Question: 8

In which stage of development does a team create shared practices and working styles?
Response:

- A. Forming
- B. Norming
- C. Storming
- D. Performing

Answer: B

Question: 9

Which of the following images is most likely to help managers be aware of potential component breakdowns and see their role in terms of maintenance and repair?
Response:

- A. A machine image
- B. A microculture image
- C. A political image
- D. A macroculture image

Answer: A

Question: 10

At which point can a person perform a skill with concentrated effort?
Response:

- A. Conscious incompetence
- B. Conscious competence
- C. Unconscious incompetence
- D. Unconscious competence

Answer: B